

IN THE CLAIMS:

Please amend the claims as shown below. The claims, as pending in the subject application, read as follows:

1. to 18. (Canceled)

19. (Currently Amended) A help server apparatus comprising:

first inquiry receiving means for receiving contents of an inquiry and priority order of communication abilities of a user terminal from the [[a]] user terminal apparatus;

first communication ability receiving means for receiving, from said user terminal apparatus, information of a communication ability of said user terminal apparatus in order of priority;

extracting means for extracting a key word from the contents of the inquiry;  
searching means for searching for a plurality of helper terminals terminal apparatus on the basis of a the key word of said inquiry;

second communication ability receiving means for receiving, from said plurality of helper terminals terminal apparatus in order of priority, the priority order information of the [[a]] communication abilities of each respective ability desired by said helper terminal apparatus;

producing means for producing a list of helper terminal apparatuses searched by the searching means;

list transmitting means for transmitting the list to said user terminal apparatus;

selection receiving means for receiving, from said user terminal apparatus, a request of a session with a helper terminal apparatus selected from the list;

selection means for selecting one of the plurality of helper terminals in response to a request from the user terminal;

determining means for searching the communication abilities of the user terminal and the selected helper terminal in the order of the priority from highest to lowest to determine the communication ability coincident between the user terminal and the selected helper terminal as automatically determining a communication ability to be applied to the session on the basis of the information of the communication ability of said user terminal apparatus and the information of the communication ability desired by said helper terminal apparatus;

transferring means for transferring an answer of the inquiry from the request of the session to said helper terminal to the user terminal through the session which uses the communication ability determined by said determining means apparatus together with the determined communication ability; and

settlement means for confirming that the requested session was started normally, performing charging processing to a user, and performing charge payment processing to said help server apparatus.

20. (Currently Amended) The help server apparatus according to claim 19,  
wherein ~~the information of~~ the communication ability is at least one of a data transfer rate,  
an information transfer ability, and a type of a terminal apparatus.